

SIPOC System Map w/ Feedback Loops

Document Control # 10096

SUPPORT FOR (AGENCY): DFR

FOCUS AREA: Food Stamps Program

FEEDBACK LOOPS:

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<u>Suppliers</u>	<u>Inputs</u>	<u>Processes/Functions</u>	<u>Outputs</u>	<u>Customers</u>
Federal Legislature	Laws	<u>Primary</u>	Policy	Local Office Staff
State Legislature	Regulations	Provide Food Assistance	Response	Federal Government
Federal Executive Branch	Legal Decisions / Settlements	Outreach program	Fraud Claims	Taxpayers
State Executive Branch	Policy Development	Contract management & monitoring (Purdue - nutrition education)	Extension Decisions	Clients
Policy Unit	IPPM Manual	EBT program support	Error / No Error Reports	Central Office Staff
Courts	Good Cause Requests	Systematic Alien Verification Eligibility (S.A.V.E.)	Federal Reports	State
Clients / Recipients	Supporting Documents	10099 Policy development and support	Annual Report	Executive Office
Local Office Staff	Business Needs	Financial/budget analysis (for large changes)	Sampling Plan and Operations	Other States
Third Party Contacts (Banks, Employers, etc.)	Interpretations of regulations / laws	Bill analysis for Legislature	Response to Federal Errors	Research Community
Federal Agencies	Case Files	State and Federal reporting	Client Notices	Research and Statistics
Financial Management	Answers to Questions	Constituent correspondence	Local Office Notifications	Other Agencies
State Auditor	Independent Verifications	Employee Training Services	MOUs / Contracts	Federal Agencies
Indiana Commission of Public Records	E-mail Requests for Verification of alien entitlement	Contract management & monitoring	Administrative Letters	Indiana Commission on Public Records
Legal	Form Inventory	IMPACT Help Desk / IAT Mailbox	Training	Vendors
Central Office Staff	Constituency Inquiries	Financial/budget analysis (for large changes)	State Plan Amendment	
Vendors		Bill analysis for Legislature	Flash Bulletins	
		State and Federal reporting	Transferred Cases	
		Constituent correspondence	Verification for S.A.V.E.	
		Technical:	Request for Further	
		ICES	Requests for Forms	
		Fraud Hot Line	Up-to-date Forms	
		S.A.V.E.	Federal Reporting	
		Peoplesoft		
		EBT		
		CMS		
			Completed by: Joan Cartwright	

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		EBT CMS
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